

**Question #1** How often do you use the internet and How long do you spend online?

- All the time. I try not to use my phone for the internet though, it's too slow
- A lot. My phone – well, it's not really there yet, maybe the next generation phone.
- Constantly for work, and a little time personally, mostly for email. In the office it can be slow. I use it for all kinds of questions / information.
- Frequently, not as much as I used to be though. I teach the children, grandchildren how to do it for me because I don't have as much time.
- Probably too much. It has become a lot more of an integral part of my life that I expected.
- I believe that everybody has access to the internet unless they choose not to.
- Many people have access through libraries and public computers, but a great number of people (for example, those on fixed incomes, etc.) have not encountered it because it's not as readily available to them. I'm concerned about leaving segments of the community behind.
- The federal government is also moving people forward (in using the internet). It's almost like you can't do business over the phone anymore – only in person or online.
- Sitting at a computer takes too much of my time. I leave assignments for the children to help me out.

**Question #2** What things do you like about websites in general?

- The ability to get information in seconds.
- Watch television shows on the internet.
- Maps – get me where I need to go.
- Communication with the rest of the world.
- Games.
- When the internet was first available, I got a free email account, which allowed me to reconnect with people back in my home country. I enjoy being able to maintain relationships worldwide, which wasn't as easy to do before the internet.
- I don't have to get out of my chair to do research with all of the shared information that is available now.

**Question #3** What things do you dislike about websites in general?

- Many web sites are not designed well.
- I used to have to do text / word searches only – now I can use Google Image search to more easily find what I am looking for.
- Sometimes an outside tool is easier to use to find information than a web site's search tool.
- Accessibility is an issue.

**Question #4** How do you typically find information on a web site once you have opened it? (Website's search feature, navigation, etc.)

- Sometimes I try using the site's navigation.
- Some web sites' search tools are not well developed.
- I don't want to have to become an expert on how to use a site. If I don't find what I need in about 30 seconds I go to Google and search from there.
- I use what I'm comfortable with (Google).
- I use Google more than anything else. I don't use Bing.

**Question #5** How often do you access the Nashville.gov website and What services do you currently use?

- GIS (mapping), information on Board of Zoning Appeals meetings, dockets, Council information, district maps.
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**Question #6** What are your general impressions and thoughts about the Nashville.gov home page?

- Looks nice, compared to others.
- Like having the large pictures rotate on the front page (news stories).
- It would be handy to have an employee email button on the home page.
- I'd like to see something like "My Nashville.gov" where you would log in and have geographically targeted information (crime stats, meetings, etc.) on the home page. I'd like to be able to choose how much or how little to see. Things like zoning variances near my house, election information for my area.
- Users should be able to control how much or how little information they get.

**Question #7** What things do you like about Nashville.gov?

- The impression that information is more updated and accessible than on some other government web sites.
- It seems very inviting, like people are making sure the information is accurate and it's been updated recently, reliable information.
- Like the top navigation.

**Question #8** What things do you dislike about Nashville.gov?

- Contact information on each department's home page would be nice. I often go to a department's home page and have to look for the contact information on a separate page.
- Parks activities – there is no way to currently find out what's going on at the parks locations and community centers, no parks maps.
- Seldom see some areas highlighted (such as Bordeaux). It should be more inclusive of all areas of Metropolitan Nashville and Davidson County.
- Too much text – not easily skimmable, not enough identifiable headlines or highlighted keywords.
- The inability to pay for certain applications online. The lack of online transactions makes Nashville look antiquated.
- Neighborhoods links are outdated.



**Question #9** What information or services do you wish were available either through Nashville.gov or through other Internet services?

- In New York and Boston, they have the ability to connect with your phone via GPS so that you can report a pothole that way.
- Perhaps partner with other services (targeted advertising) to have the user in control of what information they see.
- Wish that people could access Board of Zoning information to learn what it is – as it is now, they see a sign in their neighborhood and have to come to a meeting just to get information.
- Push information to people instead of them having to try to find it – they could subscribe to what interests them.
- Inclusiveness in all of Nashville – especially the positive programs in all the neighborhoods – people just aren't aware of what's going on and we have to put up flyers to get the word out.
- A map that comes up and you could drill down in each area to find out activities, events in that area.
- Text messages from the city for emergency information, news from the mayor, something you could subscribe to.
- Mobile version or a not-as-fancy version.
- Being able to do more online transactions for government publications – pay online, download as opposed to physically having to go get it or overnight a check.

